



Transforming Local Systems TEC Pathfinder Programme Evaluation

Final Report

Appendix 2: East Ayrshire Pathfinder

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**This is an excerpt from a larger report.
The full report can be viewed [here](#).**

Appendix 2: East Ayrshire Transforming Local Systems Impact Report

AIM: To use Technology Enabled Care (TEC) as a key enabler to fully transform health and social care provision for people with long term health conditions living in the Irvine Valley.

Overview

The East Ayrshire Pathfinder is at an early stage of delivering several viable solutions with the aim of transforming health and social care services for people with a long-term health condition living in the Irvine Valley. The Pathfinder has defined five core solutions (a Digital Health and Care Support Worker; a Technology Enabled Care (TEC) backpack; Online Multi-Disciplinary Team (MDT) consultations and digital screens in GP practices) in response to key problems identified through user engagement in the Discover phase. Firstly, the lack of information on services available in the Irvine Valley, which causes barriers to access. Secondly, difficulties travelling, particularly using public transport, to appointments in the Irvine Valley. Thirdly, long waiting times to access services. Fourthly, poor connectivity, high levels of data poverty, and lack of digital skills and experience.

The Pathfinder is at a relatively early stage in delivering these solutions. In this section we will assess how well the Pathfinder is making progress towards impact or is positioned for impact, by examining four key questions. Evidence is drawn from data collated by the Pathfinders in OutNav against three pathways (Discover/Define; Develop; Deliver - see Appendix 6).

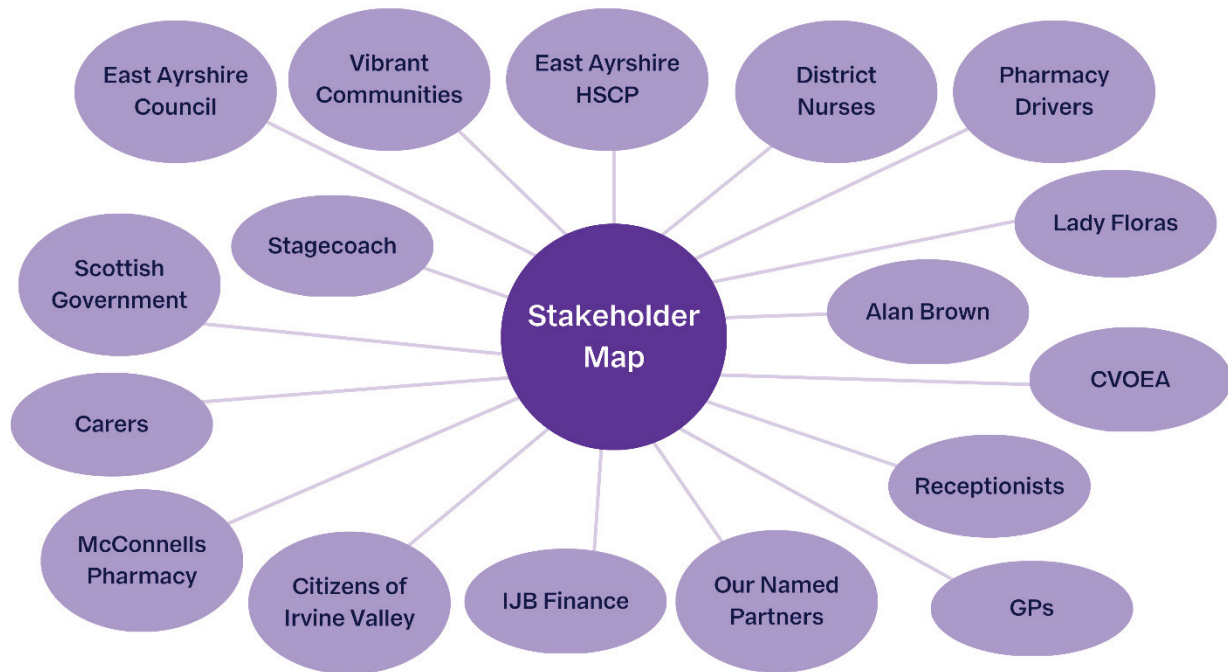
- Which stakeholders did the Pathfinder engage across all four phases of the SATSD and how ('who with'), the value of the project to them ('how they feel')
- To what extent are there changes in (or progress made towards changes in) knowledge, skills, relationships, capacity to support the intended changes in the system ('what they learn and gain')
- To what extent is there evidence of the application and adoption of the solutions, or new ways of working ('what they do differently')
- To what extent is there evidence of the scalability and spread of the solutions or new approaches, and the impact on people ('what difference does this make').

Stakeholder Engagement and the value of the project to them ('who with')

The Pathfinder has had broad engagement with a wide array of stakeholders in all phases of the Scottish Approach to Service Design (SATSD). The Pathfinder's core team include the East

Ayrshire Health and Social Care Partnership, the ‘Thinking Differently’ team, a clinician and a third sector partner, Council of Voluntary Organisations (CVO) East Ayrshire. Outside the core team, the Pathfinder has engaged extensively with the community, people with lived experience, healthcare professionals, third sector organisations and wider local and national stakeholders.

Figure 1. East Ayrshire stakeholder map



The Pathfinder has had an extensive reach into the community, engaging even those hard-to-reach individuals and communities. The Pathfinder has successfully raised awareness of its work and has integrated well with the community. The community has been widely engaged in the Discover, Define and the Develop phase in creative and engaging ways. The Pathfinder engaged one hundred and forty-five people from the community in the first phase of the SAAtSD to understand the problem. Prior to lockdown as a result of Covid-19, the Pathfinder delivered face-to-face community events such as Tea and TEC Galston, local workshops, community interviews on the local Stagecoach bus service and in Lady Floras housing complex. Although much of the subsequent engagement activity moved online, in the form of online surveys, interviews and emails, the Pathfinder made a concerted effort to adopt a hybrid approach where possible. The Pathfinder held several face-to-face ‘How Might We’ workshops in September 2021, including with citizens. Sessions were held in a well-known community space called the DOT Hub. The creative approach taken by the team has enabled it to successfully reach a broad base of individuals, including those who are digitally excluded, suffer from mental health problems, or physical health conditions. One stakeholder noted:

“ People are excited about it and talk all the time about the team getting on buses to have a chat with them.”

- Pathfinder stakeholder

Feedback forms (small data set) provided by the Pathfinder show that participants felt the Pathfinder was a valuable project for the Irvine Valley.

Figure 2. Feedback from citizens



One stakeholder noted:

“ So the people who were involved in the program, we used to gather feedback from them, we always had that feedback option for them and they would tell us things like ‘it felt really good to know that we are being listened to ... and it's really good that we are helping to solve problems.’ The community loved being involved. They really, really enjoyed it because I think as a public, any public sector organisation you have to move away from this ethos of us fixing everything. It's got to be much more about co-production, and giving that ownership and empowerment to people ... we always had the belief that if you got the community involved from day one, they're much more likely to buy into it.”

- Pathfinder team member

The Pathfinder also engaged wider stakeholders across all phases of the project and sought to increase its profile. Throughout each phase of the project the Pathfinder invited community, voluntary, and third sector organisations to its workshops. Many stakeholders that participated in the early Discover and Define workshops were also invited to participate in the Pathfinder's 'How Might We' (HMW) sessions which were remote, self-guided sessions. A total of two hundred and eighty HMW statements were collected, which were refined down to twelve key statements. The Pathfinder further invited citizens and wider stakeholders in December 2021 to its ideation workshops focusing on each of the HMW statements, resulting in the creation of nineteen concept cards and twenty-six solution cards, which were prioritised and refined with stakeholders.

Figure 3. Feedback from Stakeholders



The Pathfinder has recognised the importance of developing useful connections and fostering relationships to not only ensure any solutions it develops are well-targeted, person-centred, and relevant, but also to encourage buy-in from key stakeholders. Specifically, the Pathfinder has closely engaged with SMART Supports in the ‘Thinking Differently’ team and the Irvine Valley Community Connector services within CVOEA; both offer important TEC services in East Ayrshire, and both have been heavily engaged in the Pathfinder. CVOEA, the third sector interface, was one of the Pathfinder’s core partners, and one of their TEC Community Connectors was part of the core team until June 2022. A Peer Mentor from the SMART Supports team also joined the team in June 2022, and will support the Pathfinder in the final phase of delivery. The Pathfinder’s partners were critical to ensuring the Pathfinder was able to engage widely in the community. Additionally, both services, more widely, have offered important insights into service delivery and the citizen journey, specifically in the Develop phase of the Pathfinder.

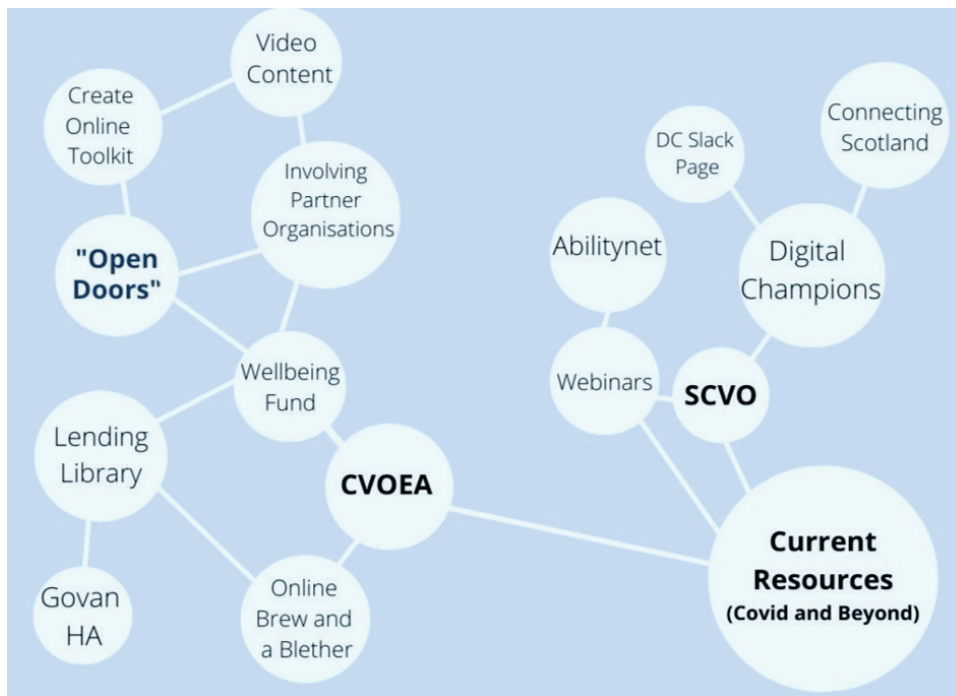
“ Obviously the third sector interface had lots of contacts in the community. So it made it much easier for us...”

- Pathfinder team member

The Pathfinder also engaged Public Health Scotland in its ideation workshop, which has contributed to one of the core solutions of the Pathfinder, providing relevant public health information to be included in the information publicised on screens in GP surgeries.

Finally, the Pathfinder has benefited from having a clinician on their team, who later then became the Clinical Director for East Ayrshire Health and Social Care Partnership and will be taking forward one of the Pathfinder’s solutions (see ‘Application’ section).

Figure 4. East Ayrshire current resources



The Pathfinder has presented at several senior management boards. The CEO at East Ayrshire Council has supported and promoted the project,³¹ and the Pathfinder has connected with the Chief Executive for the East Ayrshire Health and Social Care Partnership. The Pathfinder has developed strong connections with the Northern Locality Planning Group (NLPG), created to allow local communities to actively contribute to service planning, and to work with public and third sector organisations to improve people’s lives. The Pathfinder has attended NLPG meetings and raised awareness of its work to services delivering in the local area. Additionally, leveraging its connection within the ‘Communities and Economy’ team in the DOT Hub in Newmilns, the Pathfinder is using the site to deliver one of its core solutions. Many of the stakeholders engaged have been invited to join the Pathfinder’s steering group.

“ We were really good at getting out to people because we would ... put posters in the windows. We would, you know, reach out through senior management team meetings here. We would send out communications through the local authorities. We were just using different means to get people involved and linked in.”

- Pathfinder team member

Knowledge, skills, relationships and capacity (‘what they learned and gained’)

The Pathfinder has generated a wealth of learning and understanding around the issues and challenges faced by people with long-term conditions in the Irvine Valley. It has made significant efforts to share this learning with its stakeholders and partners. A key role played by

³¹ Celebrating Our Successes by Eddie Fraser. (2019). Available at: [link](#) [Accessed 21 Apr. 2023].

the Pathfinder has been sharing learning and raising awareness of its activities to communities, senior stakeholders and relevant organisations delivering services and supports in the local area. This has been recognised by the Pathfinder as a key pathway to increasing uptake and buy-in for the Pathfinder’s learning and solutions. The Pathfinder has ensured it has fed back its analysis of user research to citizens, some of whom were invited to a HMW session. This session with six citizens generated one hundred and twenty HMW statements, which has informed the Pathfinder’s solutions.

Figure 5. ‘How Might We’ Statements

How Might We Statements

How Might We...



Citizens were also engaged in the Pathfinder’s prototyping stage and engaged at relevant events and the Pathfinder has started a newsletter to keep people informed of its activities. To further support access to information the Pathfinder worked with its third sector partner CVOEA in summer 2020 to develop an online toolkit, including videos, for people in East Ayrshire, highlighting support services in the area and providing helpful advice.

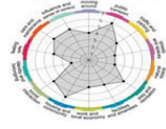
With respect to sharing knowledge with wider stakeholders, the Pathfinder has presented its findings at a number of East Ayrshire Health and Social Care board meetings. There was interest in the creative tools such as Miro, Mural and Mentimeter used by the Pathfinder, and the Pathfinder has been invited to support data collection and analysis for other projects in the East Ayrshire area and to facilitate meetings within East Ayrshire HSCP. The Pathfinder is sharing learning across the wider HSCP organisation by regularly engaging with the Partnership and Engagement Officer there. It is also sharing learning with the Southern Locality Planning Group in East Ayrshire Council.

Figure 6. Pathfinder research tools

We have used the following tools for research:

Octopus Method

- What's working Well?
- What could be better?
- What is missing?



Place Based Tool

User Journey Paths



Practitioner Journey Paths

We triangulated all data to create:

- Citizen Persona
- Carer Persona
- Practitioner Persona

Data poverty, digital anxiousness and lack of skills and experience around digital were highlighted as key problems in the Discover phase. Improving digital inclusion has been an important part of the project, which will be taken forward in the solutions developed. During the time frame of the project, the Pathfinder undertook a variety of activities to increase digital inclusion and build confidence and capacity around digital. The Pathfinder had a TEC Community Connector from CVOEA embedded in the team. The TEC Connector ran several digital inclusion groups focused on improving confidence, social connection and health and wellbeing. The TEC Connector also provided practical support, for example supporting people with online banking, access to health services and TEC. The Pathfinder set up a Tea and TEC group, a photography group, and hosted a group in collaboration with the Crossroad Community Hub in Darvel. The groups also creatively linked in with DigiBus, facilitated by East Ayrshire Leisure Trust, which provided access to digital tools and equipment to the community in various locations. As the Pathfinder has come to an end, these groups have been absorbed by other services. For example, the Tea and TEC social group, will be absorbed by SMART Supports in the Thinking Differently Team, and the photography group has been picked up by East Ayrshire Leisure Trust.³²

“ Going out and talking to others, partners, for example, we did a bit of a link up with the Leisure Trust because they had a digital bus that was able to drive around the Irvine Valley. So it was their bus, but they allowed us to access it, to go out and do kind of digital champion type work initially.”

- Pathfinder team member

Maintaining the DigiBus as a solution was not considered viable due to the issues around insurance, staff, and maintenance, though it did provide a creative and innovative way of providing mobile digital support in the community and addressing issues related to accessibility, as well as engaging people around digital in the short term and raising awareness of the project. The Pathfinder is also in the early stages of setting up Multi-Disciplinary Team group consultations for patients using Near Me

³² East Ayrshire OutNav report

technology, in collaboration with the clinician who has been involved in the project.

Figure 7. Lunch and Learn Session at a GP Practice



Lunch, Listen, Learn – GP Practice Session

Application or adoption of the solutions or new ways of working ('what they are doing differently')

The Pathfinder is taking forward solutions to improve citizens' access to information, highlighted as a key problem in the Irvine Valley during the Discover phase. The Pathfinder is setting up TV screens in GP practices, which will provide information on local services available to citizens in the Irvine valley. One screen is already in place in a GP surgery, and the Pathfinder is involved in early conversations with pharmacies regarding the potential of setting up screens in their sites.

“ We're working with GP surgeries to put TV screens into their practices and then to promote local services, key services, prescription delivery services that are going on within the Irvine Valley ... They should be here this week.”

- Pathfinder team member

The solution was prototyped with Public Health, a local pharmacy, and a GP practice. The prototyped solution was promoted at several events in order to raise awareness and encourage citizens to engage with it. The Pathfinder is also setting up a digital hub in the 'Developing Opportunities Together' (DOT) Hub in Newmilns, where the Pathfinder developed a regular presence over the course of the project. In the Hub, people engage with digital tools, learn about digital services, and get additional help and support. The Pathfinder has also set up a noticeboard in the DOT Hub to increase information available to citizens.

In addition to improving access to information, the Pathfinder is improving people’s ability to access early intervention support through digital services. The Pathfinder is creating a new post for a Digital Health and Care Support Worker who will act as a go-between for GPs and people needing long-term support.³³ People can be referred to the Digital Health and Care Support Worker by GPs with the aim of lightening the workload of GPs by supporting people to use digital smart supports or TEC to self-manage their long-term condition. The Digital Health and Care Support Worker will carry a TEC ‘backpack’, which will have a variety of devices that can be used to provide demonstrations to people. They will also hold appointments in the GP surgery and will also be involved in DOT Hub drop-in sessions.

“ The [Digital Health and Care Support Worker] ... it's basically going to be a go-between between doctors and [people] ... promoting technology enabled care for example, little blood pressure monitors ... wearable tech that the NHS can provide or that people can buy themselves. But we found that that can really lighten GP's workloads if people take that self-management [approach]. At the moment, there is no one in the community that can actually say I can help you set that up so, the Doctor can then say ‘I can refer you to a TEC connector’ who’ll then get them up and running.”

- Pathfinder team member

The Pathfinder is in the early stages of setting up Multi-Disciplinary Team (MDT) group consultations for patients using Near Me technology, in collaboration with the clinician who continues to champion the project in her capacity as the Clinical Director of East Ayrshire HSCP in the project. Online MDT group consultations were defined as a solution to the problem of limited access to services in an area where there is a need to travel long distances to appointments, and where public transport is lacking. The Clinical Director will be starting a PhD where she will be involved in developing logical models to develop and test the approach for the MDT sessions and to evaluate their success. The first round of MDT sessions is anticipated to be on the topic of Long Covid, with a respiratory consultant already on board. Before the MDT sessions can be run, simulation training will be used to test the approach and its functionality. The Consultant involved has developed a lived experience survey, and responses will be used to support the co-design of the MDT. The aspiration is for a series of MDTs to be developed with healthcare specialists, addressing one long-term health condition per year.

³³ Stakeholder interview

Figure 8. Most prevalent long term health conditions across the Irvine Valley

Most prevalent long term health conditions across the Irvine Valley:

- Anxiety / depression
- Hypertension
- Asthma
- Diabetes
- Chronic heart disease
- Chronic kidney disease

Though the Pathfinder is at an early stage of delivering its core solutions, it has created firm foundations to ensure the actionability of its solutions. Given the early stage in delivery, it is difficult to make judgements on the extent to which the solutions will be taken up by users and the extent to which they will be extensively adopted by relevant partners and services. However, there is good evidence, as described above, that the Pathfinder has undertaken significant groundwork through awareness raising, user engagement, and by developing strong links with the community and service organisations to ensure the relevance and need for its solutions and to ensure they are delivered in appropriate formats for the target groups. This is key for solutions to be taken up and to ensure good engagement from citizens. The Pathfinder is also considering tools/devices that will enable it to collect data and feedback on its services and solutions.

Scalability and spread of the solutions or new approaches and the impact on people ('what difference is this is making')

The SMART Supports team is absorbing several of the solutions that the Pathfinder has been unable to progress. In particular, the SMART Supports Peer Mentor who was brought into the Pathfinder will be responsible for running the legacy activities of the Pathfinder. The Peer Mentor will integrate them into SMART Supports overarching work supporting the community to use TEC. Citizens are referred through social work to the SMART Supports team who assist them by installing relevant TEC devices into their homes, such as community alarms and COMP devices. The SMART Supports Peer Mentor will maintain close engagement with the Digital Health and Care Support Worker.

The Pathfinder has strong links with primary care, which is important to ensure that its main solutions – the screens in GPs, the Digital Health and Care Support Worker and the TEC backpack – are embedded in the system and have significant reach, to maximise the impact on people's health and wellbeing. The Pathfinder hopes to evaluate and publicise the impact of the TV screens, with the ambition of rolling them out to more GP practices outside the Irvine Valley. The Pathfinder has made an agreement with the local GP practice for the Digital Health and Care Support Worker to hold sessions by appointment in the surgery every Friday. The Pathfinder has also sustained a firm relationship with the DOT Hub, a community space owned by CVOEA (a core partner of the Pathfinder), which will host the digital Hub. Many of its workshops and community sessions

were held in the Hub, and the TEC Connector was based there on various days in the week providing outreach, running digital inclusion groups, and supporting the community. It is likely that this relationship will lead to the long-term embedding of a digital Hub in DOT. However, the Pathfinder had concerns over its functionality and whether it would be fit for purpose. Consequently, the purpose of the Hub has been reimagined away from being the core location where people can engage with services and digital devices, to being a space for the community to be able to have drop-in sessions with the Digital Health and Care Support Worker. The Digital Health and Care Support Worker idea has been reimagined to act as a 'mobile Hub', who will carry a TEC backpack, and will be supplied with a car. In the future, as the post develops, there is potential for the Officer to visit care homes to provide TEC support.

While not yet fully implemented, there is considerable potential for the Digital Health and Care Support Worker, if sustained as a solution, to provide a key pathway to extending the reach and impact of the Pathfinder, ensuring people with long-term conditions can access early intervention and preventative support and are digitally included. The Pathfinder has laid the groundwork to enable the role to become embedded within the community, to be well linked with primary care, and other third sector services. There are expectations that the Digital Health and Care Support Worker will be in post by March 2023. The post will be hosted by the NHS, although the salary will be paid by the Local Authority. However, the individual will be employed on a temporary contract, which undermines the sustainability of the solution.